

| Ref # | Hits | Search Query   | DBs                           | Default Operator | Plurals | Time Stamp       |
|-------|------|--|-------------------------------|------------------|---------|------------------|
| S2    | 10   | (("20020091854") or ("20020091636") or ("6842783") or ("6782704") or ("20020062289") or ("14581341")).PN.  | US-PGPUB; USPAT; EPO; DERWENT | OR               | OFF     | 2005/10/19 08:13 |
| S4    | 0    | ("1458134A1").PN.  | EPO; DERWENT                  | OR               | OFF     | 2005/10/17 09:52 |
| S5    | 5    | ("1458134").PN.  | EPO; DERWENT                  | OR               | OFF     | 2005/10/17 09:52 |
| S6    | 48   | (("6842783") or ("6728748") or ("6857025") or ("6883033") or ("6292830") or ("6073175") or ("6112221") or ("6226277") or ("6226277") or ("6459682") or ("6006264") or ("6377548") or ("6253193") or ("6363488") or ("6389402") or ("6427140") or ("6792459") or ("6269401") or ("6292832") or ("5920701") or ("6222856") or ("6222856") or ("6434544") or ("5528513") or ("6154769") or ("6469991") or ("6115390") or ("6285665") or ("6445707") or ("6584454") or ("5504894") or ("6374297") or ("6546017") or ("6134589") or ("6694358") or ("6449647") or ("6772211") or ("6862624") or ("6944678") or ("5774660") or ("6760775") or ("6823382") or ("6115040") or ("5751956") or ("5870546") or ("5944783") or ("6049829") or ("6260078") or ("6343085") or ("6408315")).PN. | US-PGPUB; USPAT               | OR               | OFF     | 2005/10/17 13:19 |
| S7    | 9    | (("6349325") or ("6701342") or ("6085243") or ("6718358") or ("6243396") or ("6748416") or ("6397359") or ("6681232") or ("6734878")).PN.  | US-PGPUB; USPAT               | OR               | OFF     | 2005/10/17 13:35 |
| S9    | 0    | S6 and (penalty) and (service level agreement)   | US-PGPUB; USPAT               | ADJ              | ON      | 2005/10/17 13:36 |
| S10   | 5    | S6 and (penalty)   | US-PGPUB; USPAT               | ADJ              | ON      | 2005/10/17 13:36 |
| S11   | 241  | (service level agreement)  | EPO; JPO; DERWENT; IBM_TDB    | ADJ              | ON      | 2005/10/17 15:02 |
| S12   | 1    | S11 and ((revenue or fee) and (penalty or retribution))  | EPO; JPO; DERWENT; IBM_TDB    | ADJ              | ON      | 2005/10/17 15:05 |

|     |       |   |                 |     |    |                  |
|-----|-------|---|-----------------|-----|----|------------------|
| S26 | 313   | (service level agreement) and ((accommodate or service) and (different near6 requests)) | US-PGPUB; USPAT | ADJ | ON | 2005/10/18 08:36 |
| S27 | 104   | S26 and @ap<"20010410"  | US-PGPUB; USPAT | ADJ | ON | 2005/10/18 08:36 |
| S30 | 14746 | liu.in.   | US-PGPUB; USPAT | ADJ | ON | 2005/10/18 09:39 |
| S31 | 35    | S30 and sla   | US-PGPUB; USPAT | ADJ | ON | 2005/10/18 10:41 |
| S32 | 2953  | (queu\$3 (system or network))   | US-PGPUB; USPAT | ADJ | ON | 2005/10/18 10:42 |
| S33 | 68    | S32 and (cost and profit)   | US-PGPUB; USPAT | ADJ | ON | 2005/10/18 10:43 |
| S34 | 24    | S33 and @ap<"20010410"  | US-PGPUB; USPAT | ADJ | ON | 2005/10/18 10:43 |
| S35 | 2405  | queu\$4 system  | US-PGPUB; USPAT | ADJ | ON | 2005/10/19 08:13 |
| S36 | 180   | S35 and (internet service provider)   | US-PGPUB; USPAT | ADJ | ON | 2005/10/19 08:14 |
| S37 | 21    | S36 and ((profit or revenue) and (penalty or fee))                                      | US-PGPUB; USPAT | ADJ | ON | 2005/10/19 08:18 |
| S39 | 22    | queuing system  | IBM_TDB         | ADJ | ON | 2005/10/19 08:19 |